

Directions: Please complete shaded areas below.

Department Name: Consumer Services Department, Department of Procurement Management

Project Name: Business and Professional Document Repository

Project Amount:

Preparer Name & Contact Information:

Section B

(Complete Only If Asking for Revenue from GF Capital or IT Administrative Fee)

Improves Customer Service

Describe how the other customer departments will be better served by implementing this initiative.

The documents created and stored by the Consumer Services Department and the Department of Procurement Management are shared between each other as well as retrieved by many other County departments, county business and citizens. These documents would become available as soon as they have been inserted into the document repository.

Impacts Citizens

Describe how this initiative will simplify or enhance doing business with the County. Also state how this will enhance public perception

Documents of interest to the citizens would be available to them on-demand from the County's Portal, 24 hours a day, seven days a week. The documents would also be retrieved by the 311 Answer Center for citizen requests. The citizen would be able to retrieve documents when it is most convenient for them instead of only during County business hours.

An example would entail a citizen querying for the Portal to see if a particular business is licensed or has any complaints against it. Another example would be the county contracts that have been awarded. The departments would change from keepers of files to providers of information.

Improves Business Processes

State how this project will lower costs, speed up key business processes, and/or improve decision making ability. Also indicate if the initiative will improve employee morale, communication, and/or education.

Costs will be lowered by eliminating redundant paper storage. Business processes will be sped up since there will not be a delay in copying and sending paper across the County to different departments. Business process improvement will occur with workflows that contain the business rules for the process, regardless of the department. Processes occur across many department and the workflows break the vertical department barriers.

A larger number of documents will be retrieved and inspected by employees as well as the citizens since retrieval will not require a visit to a physical file room or the time of an individual to retrieve a specific document.

Strategic Alignment to the County's Goals

Describe how this IT Investment lines up with the realization of the County's goals and objectives.

Miami-Dade County has made a multi-million dollar investment for the enterprise EDMS environment. The EDMS environment already has unlimited user licenses and significant infrastructure to handle drawings. The end user uses a web browser to access drawings from any location on MetroNet.

Departmental Participation

State if this project crosses departmental boundaries. Indicate how many other departments will participate in the initiative. Please specify which departments and funding commitments if any.

This initiative would involve the three pilot departments. As each component has been completed, information would become available to any other department that has a need for the documents. Select documents would be made available to the 311 Answer Center as they are added to the repository.

Risks

Indicate any risks involved to include procurement delays, personnel delays, and environmental delays to include change of technology, vendors, etc.

There are two risks with this initiative. The first would be the time necessary to redeploy existing county resources or train new resources. The second risk would be ensuring a thorough and robust interface between the EDMS environment and the County Portal.

Use of an Enterprise Infrastructure

Will this solution utilize an enterprise infrastructure already in place (yes or no)? Please explain.

This initiative would use the existing enterprise electronic document management system.

Section C

Financial Information

ETSD Dependencies (See Budget Manual)	FY05-06	FY06-07
Infrastructure		
Application Programmer	\$50,000	
Database		
Telecommunication		
Radio		
Disk Space	\$80,000	\$20,000
Etc.		

Department Specific Costs	FY05-06	FY06-07
Personnel	\$100,000	\$50,000
Hardware	\$10,000	
Software		
Maintenance Fees		
Consultant Fees		
Etc.		